Customer Service Report for HSB
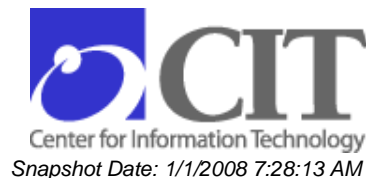
For the period: Saturday, December 01, 2007 12:00:00 AM to Monday, December 31, 2007 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Application Support											
COTS-Other/Install	1	0	0	0	0	0	0	0	1	0	21
COTS-Other/Troubleshoot	1	0	0	0	0	0	0	0	1	0	5
Sharepoint-Troubleshoot	4	0	0	0	0	0	0	0	4	0	8
ASR											
CF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	20	0	1	0	0	19	0	0
Other	0	0	0	50	0	4	0	0	46	0	0
SQL	0	0	0	6	0	4	0	0	2	0	0
Unix	0	0	0	123	0	17	0	0	106	0	0
Windows	0	0	0	13	0	2	0	0	11	0	0
Back Office Support											
Backup/Restore	0	0	0	1	0	1	0	0	0	0	0
Permissions/Shares	1	0	0	0	0	1	0	0	0	0	0
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0
TCP/IP	0	1	0	0	0	0	0	0	0	1	0
Email											
MS Outlook	0	1	0	0	0	0	0	1	0	0	10
Hardware											
Desktop/Troubleshoot	2	0	0	0	0	0	0	0	2	0	8
Laptop/Config/Setup	0	1	0	0	0	0	0	0	0	1	0
iSDP/Software Distribution											
iSDP Information Request	0	1	0	0	0	0	0	1	0	0	3

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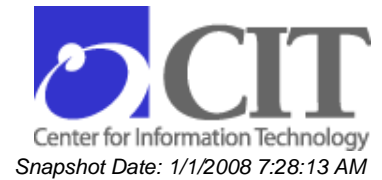
	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Local LAN											
LocalLAN/Connectivity	1	1	0	0	0	0	0	0	1	1	4
NIHnet											
Service Prov-Other	2	0	0	0	0	1	0	0	1	0	3
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	5
Inaccessible	1	0	0	0	0	0	0	0	1	0	25
Other	1	0	0	0	0	0	0	0	1	0	11
Grand Total:	**15**	**6**	**0**	**215**	**0**	**31**	**0**	**2**	**199**	**4**	**1**

Total Tickets Closed:	**205**
Total Tickets Assigned/Pending/Checked Out:	**31**
Total Tickets Created:	**236**